

**Access for All Meeting**  
**Thursday, October 25, 2007**  
**9 am-4 pm**  
**Idaho Commission for Libraries**  
**River room (Lower Level Conference Room)**

**Meeting purpose:** To plan ways to improve access to library services for Idaho's underserved adult citizens

**Desired outcomes:** By the end of the meeting, participants will:

1. Review calendar
2. Identify specific training needs to improve access for all
3. Understand process for receiving "mini-grant" funds
4. Identify group projects to document best practices

**Meeting leader:** Sue Walker  
**Facilitator:** Peggy McClendon  
**Recorder:** Tina Schilling

**Agenda**

Meeting set-up: Meeting purpose, desired outcomes, ground rules, agenda review, decision making <i>Icebreaker</i>	Peggy	<ul style="list-style-type: none"> <li>• Present</li> <li>• Clarify</li> </ul>	30 min.
Calendar review	All	<ul style="list-style-type: none"> <li>• Present</li> <li>• Recommend changes</li> <li>• Submit # of calendars needed for outreach</li> </ul>	15 min.
Target audiences	All	<ul style="list-style-type: none"> <li>• Review</li> <li>• Confirm</li> </ul>	15 min.
Training needs: Training available for outreach and grants writing	Charlie	<ul style="list-style-type: none"> <li>• Present</li> </ul>	15 min.
Break			15 min.
Training needs: Training available for serving targeted audiences	Charlie/Twylla (All targeted audiences)	<ul style="list-style-type: none"> <li>• Present</li> </ul>	30 min.
	Erin (Hispanic)	<ul style="list-style-type: none"> <li>• Present</li> </ul>	30 min.
Identify training needs	All	<ul style="list-style-type: none"> <li>• Discuss</li> </ul>	30 min.

		<ul style="list-style-type: none"> <li>• Agree</li> </ul>	
Lunch break	All		30 min.
Local project updates/ideas	All	<ul style="list-style-type: none"> <li>• Share</li> <li>• Clarify</li> </ul>	30 min.
E-audio program	Gina/Sue	<ul style="list-style-type: none"> <li>• Present</li> <li>• Clarify</li> </ul>	30 min.
Mini-grant application process	Sue/all	<ul style="list-style-type: none"> <li>• Present</li> <li>• Clarify/revise</li> </ul>	30 min.
Break	All		15 min.
Identify group projects	All	<ul style="list-style-type: none"> <li>• Brainstorm</li> <li>• Clarify/modify</li> <li>• Decide</li> </ul>	60 min.
Next steps	All	<ul style="list-style-type: none"> <li>• List</li> <li>• Agree</li> </ul>	30 min.
Next meeting date	All	<ul style="list-style-type: none"> <li>• List/agree</li> </ul>	10 min.
Meeting review	All	<ul style="list-style-type: none"> <li>• Plus/delta</li> </ul>	5 min.

**Present:** Charles Bolles, Erin McCusker, John Hartung, Judy Mooney, Linda Dahl, Marcia Courtney, Peggy McClendon, Sherrilynn Bair, Stephanie Adamson, Sue Walker, Susie Colthorp, Tina Schilling, Twylla Rehder, Jennifer Hall, and Terri King.

#### **Calendar Review:**

- + It highlights different services available throughout the state
- + Good outreach tool
- + Good feed back about services
- Use actual web addresses
- Correct some phone numbers

**Target audiences:** The group confirmed the target audiences for the next year will be:

- Homebound
- Hispanic (Spanish speaking)
- Retirement centers
- Nursing homes

#### **Spanish Language Outreach Training:**

Erin presented an overview of the training to be conducted in several sites next February and March. Committee members are encouraged to participate in local training. Group will consider participating in the training as a group.

#### **Training Resources:**

Idaho will become a partner with Web Junction in 2008 and expand available training opportunities.

Access for All information will be added to the ICFL web site and will include many of the sites listed on the brochures Twylla developed

Association of Bookmobile and Outreach Services list serve is free. (Sue will send

Information out to the committee on subscribing.  
Tulsa Public Library has a good outreach program.

### **Training Needs for Staff (Brainstorming)**

- How do we identify user needs (who, where, and what).
- Using the Spanish outreach model to target other audiences
- Motivating library staff.
- Training for staff/awareness of target populations.
- Understanding the need to serve target population.
- Cultural training – include boomers.
- Time Management – Time to work on tasks learned. Prioritize.
- Need to organize information for boomers.
- Grant writing (learn how to better serve these groups).
- Identify appropriate funding sources.
- Project training
- What do you do (grant eligibility)?
- Identifying grant matching funds.
- How to find out what other libraries have done (related to grants).
- Retirement/nursing homes (policies and contracts). What are nursing homes/assisted living allowed to do (i.e. Lost items). Marketing (if not through the activity director).
- Homebound services development.
- Legal requirements/ramifications.
- How do we develop partnerships?
- Memorandum of understanding/contracts: when do we need them, how to develop.

### **Training Topics (identified from needs above):** \* topics are priorities

- \*Community/target audience needs assessment.
- \*Staff motivation/ (on going need)
- \*Project planning/time management.
- \*Cultural awareness of users
- Funding outreach services/grant writing.
- Legal issues re: partnerships and services.
- Partnership building and issues (internal/external).
- Marketing outreach services.
- Homebound services development.

### **Project Updates:**

#### **Aberdeen**

- Hosting gaming night
- Scrapbooking once a month.

**Boise**

- Focus is on opening new branches.
- Homebound services to be included in new staff training.

**KSAL**

- New van for lobby stops now available
- Summer Reading held in parks this year
- Programming at food banks.
- Added outreach to children's programs.
- Added alternative High School to the book mobile program. Having an educator on staff has helped build relationships with schools.
- "From Your Library" outreach and material.

**Lewiston**

- Partnering with juvenile facility and alternative High school.
- Still trying for a new library.
- Hoping to partner with newspaper staff member for services for the home bound.
- Reconnecting with nursing centers.
- There has been a big demand increase with e-audio books. Tutorial is available for eaudio, net library and playaways. Increase in senior use of these services. Staff training for net library and next reads.
- Working with valley transit with stops within one block of the library.

**Mountain Home**

- Friends group, largely older seniors
- Partnering with Elmore County jail and giving them all their paperback books.

**Snake River**

- Parenting classes
- Net library.
- Outreach awareness that library is for more than students

**TBS**

- Increased library outreach.
- Placing machines at the public libraries.
- Partnering with the Blind Commission.
- Conducting a Newline survey.
- Site visits to public libraries
- Providing more support materials to providers and agencies.

**Boundary County**

- Staff continuing well-established services to individuals at three sites; Community Restorium, Community Hospital Extended Care, and Oak Street Senior Apartments. These services include reader's advisory, reference, and other as needed.
- Planning in progress to expand delivery of these services to other facilities.
- Identifying needs and possible partnerships for marketing and delivery of homebound services.
- Under ESL/Low Literacy developing a collection of audio/book combinations for older youth in conjunction with school district librarians and teachers "Listen & Learn."
- Planning parent education programs based on strategies and techniques show cased at recent Read to Me workshop on emergent literacy.
- Horizon Project: comprehensive community development  
Current planning underway ranges from addressing such issues as improving people's access to community information and developing a mechanism to foster and coordinate collaboration to developing a community culture that values education (i.e. lifelong learning) and establishing a youth council.

**McCall**

- Outreach Coordinator who travels to the hospital and the rest homes monthly
- Quite a lot of bilingual programming as well as ESL classes.
- Planning on heavily pushing the audio books and Talking Books at the same time with posters, radio spots, and newspaper articles, but we are waiting for our MP3 players to get here and we learn how to use them.

**E-Audio Library:**

Aberdeen – Purchased MP3 players for check out, piloted family card for check out for 2 weeks. Thumb drives also available.

Snake River – 15 Players out for 2 weeks at a time. Biggest user is seniors.

Lewiston – Check out is for 2 weeks.

KSAL – Going to buy some, seniors have the biggest interest.

TBS – Notify users of availability at public library. Good for other languages.

**Mini Grant Application:**

Sue provided hand out and explained process. Will put application on ICFL's website.

**Group Projects (brainstorming):**

Training Staff.

KSAL : Expand services/nursing homes.

Lewiston: Reaching home bound, nursing home services

Aberdeen: Bring in and expand services for Hispanics (Meals on Wheels?).

Snake River: Go to local Hispanic leaders to learn of needs, more Spanish language books.

Mountain Home: Expand services for home bound and nursing homes.

BPL: Partner with Meals on Wheels., Retirement and Assisted Living Services. Bifocal Kits for collections.

**Next Steps:**

Notify TBS users about e-audio @local library **Sue**

Let Sue know about calendar orders **All**

Put mini grant application on ICFL's website **Sue**

Identify possible sources for selected training topics. **Sue/Twylla** Will share info by the end of December via email.

Schedule some kind of training for March meeting

By the March meeting Access for All info posted on the ICFL website. **Sue**

Meeting memory out by 2 weeks. **Sue**

Next meeting tentative for March 13<sup>th</sup>.

**Plus/Delta:**

+ Good dialogue and sharing.

+ Flip Charts

- Not enough candy

- 3 Libraries not represented.